REQIREMENT ANALYSIS

Customer journey map

Date	27 June 2025
Team ID	LTVIP2025TMID31454
Project Name	HEALTH AI USING IBM GRANITE
Maximum Marks	4 MARKS

A Customer Journey Map is a visual representation of a user's experience with a product or service. It's a tool that helps teams better understand their users by capturing their behaviours and attitudes across different stages of interaction.

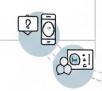
Customer Journey Map Patient Chronic Health Condition Al Health System

What does the person typically experience?



Entice

Initial AI awareoss through throughorf onine channels



Enter

App Onboarding nealicies curcuity heallth iwegierne evenlets memathe peatirtubeieth petient teerichwus oodier and tonen

Engage

App Onboarding Logping tote a nediv ir maelie ora and plithry vaien shp arpitentio de goase medori: prartiom

Exit

Successful accomaistishenteutiomeel gotals cors.oulresoiterd pedf-mangiments

Extend

Maintnance of long-tem diosine long-termanice health health



(People, Places, Things)



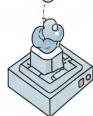
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Positive Moments

 Receives positive insights hioaots Beferpostive health insights and hersoniansenterd:vus inoceitione systemted and and upfahispehegroware our proars

Negative Moments

- Enctultre AI system erros Office de une a nedegations negatailhoigg data
- Offferurs educa steiaitions loging logg data

Areas of Opportunty

- Optimize A system of efoss for aptinterfiace ease to ud aus Offer educational eesesationd and sticos hesaertem oftranse Al anderstoing rheleraring
- Offenite stronger of patientcahrooger patient-ecton-doctor reationship 1 Ro

